

# Saint Paul Regional Water Services

## Water Production Supervisor Job Family Competency Matrix

(Each competency builds upon the other as the class series progresses.)

Effective Date: January 8, 2009

Classification Titles	<b>Water Production Supervisor I</b> <b>(formerly Water Maintenance Supervisor)</b> Occ. Code: 389B B.U. 10, Grade 036 <a href="#">Salary Info</a>	<b>Water Production Supervisor II</b> <b>(formerly Water Plant Production Supervisor)</b> Occ. Code: 390B B.U. 10, Grade 040 <a href="#">Salary Info</a>
<b>General Duty Statement</b>	<p>Performs responsible supervisory work in water production maintenance and water production operations. Assigns and directs the repair and maintenance of buildings, structures, and mechanical equipment at the water treatment plant, water pumping stations, and other assigned facilities. Directs the repair and maintenance of filters, clear wells, flocculators, clarifiers, piping, conveyors, compressors, sludge pumps, and related equipment. Leads crews performing equipment maintenance, facility maintenance instrument repair, manual labor, and installation of new equipment at the water treatment plant, pumping stations, and other facilities. Supervises the Dewatering function, directing staff and facility operations. Prepares progress reports and maintains records on the conditions of the properties, tools, and equipment. Coordinates a safety program, provides in-service safety training sessions, and instructs employees in safe work procedures and methods. Performs related duties as assigned.</p>	<p>Performs highly-responsible supervisory work in water production maintenance and water production operations. Plans, schedules, inspects, and supervises the repair, maintenance, and modification of buildings and structures at the water treatment plant, pumping stations, and other facilities. Leads the pumping, filter, spent-lime processing, and custodial unit operations. Analyzes the performance of remote stations pumping, filters, chemical feed equipment, and related equipment. Manages the preventive maintenance program and assists with designing, estimating costs, and preparing preliminary specifications. Plans, schedules, and supervises the installation, repair, and maintenance of equipment and mechanical systems at the pumping, filter, and spent-lime dewatering units. Coordinates a safety program, provides in-service safety training sessions, and instructs employees in safe work procedures and methods. Performs related duties as assigned.</p>
<b>Supervision Received</b>	<p>Works under the general supervision of a unit, division, or department director.</p>	<p>Works under the general supervision of a unit, division, or department director.</p>
<b>Supervision Exercised</b>	<p>Exercises technical, general, and/or administrative supervision over assigned staff.</p>	<p>Exercises general and/or technical supervision through lower-level supervisors, professional, technical, and administrative support employees.</p>

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Shared Competencies	Water Production Supervisor I	Water Production Supervisor II
<p style="text-align: center;"><b>Technical Expertise, Technology Used, and Work Methods</b></p>	<p>Demonstrates a full understanding of the full range of work methods, procedures, techniques, materials, and equipment used in the installation, repair, and maintenance of buildings, structures, water production equipment, mechanical systems, and grounds. Demonstrates an ability to apply this understanding in identifying and resolving the more complex problems associated with the work.</p> <p>Demonstrates a full understanding of the full range of state and city laws, ordinances, rules, regulations, union contracts, and Saint Paul Regional Water Services Department operating procedures governing water production management. Demonstrates an ability to identify the full range of risks and liability implications associated with the work and take appropriate action to minimize those risks. Demonstrates an understanding of established safety practices and equipment care procedures and demonstrates an ability to instruct others in such practices and procedures.</p> <p>Demonstrates a full understanding of the operation of various tools and equipment used in water production maintenance activities and keeps current on advancements in same. Demonstrates an ability to evaluate technological needs and recommend the appropriate tools and equipment to meet those needs. Demonstrates an ability to manage and lead staff involved in applying same.</p> <p>Demonstrates an ability to conduct analyses of equipment maintenance, determine replacement or procurement needs, and make appropriate recommendations. Demonstrates an ability to apply this understanding and an ability to resolve the full range of work-related challenges.</p> <p>Demonstrates an understanding and an advanced ability to use a range of current and modern, job-related equipment, computer software applications, and best practices. Demonstrates the ability to use common computer software such as spreadsheets and word processing tools. Demonstrates an ability to read and interpret blueprints.</p>	<p>Demonstrates an advanced understanding of the full range of work methods, procedures, techniques, materials, and equipment used in the installation, repair, and maintenance of buildings, structures, water production equipment, mechanical systems, and grounds. Demonstrates an ability to apply this understanding in identifying, evaluating, and resolving the more complex problems associated with the work.</p> <p>Demonstrates an advanced understanding of the distinctions and capacities of water pumping machinery and equipment to ensure maximum efficiency of operation. Demonstrates an expert understanding of the technical aspects of maintaining and operating a full range of pumping and related equipment in water supply and distribution. Demonstrates an expert ability to apply this knowledge to create equipment specifications for specialized equipment, establish policies for preventive maintenance and replacement, and direct the maintenance, repair, and use of specialized equipment. Demonstrates an ability to identify the full range of risks and liability implications associated with the work and take appropriate action to minimize those risks.</p> <p>Demonstrates an understanding of the full range of state laws and city ordinances, rules, regulations, union contracts, and Saint Paul Regional Water Services Department operating procedures governing water production management. Demonstrates an understanding of established safety practices and equipment care procedures. Demonstrates an ability to ensure the implementation of such practices and procedures.</p> <p>Demonstrates an expert ability to conduct analyses of equipment maintenance, determine replacement or procurement needs, and make appropriate recommendations. Demonstrates an ability to apply this understanding and an ability to resolve the full range of work-related challenges.</p> <p>Demonstrates a full understanding and an expert ability to use a range of current and modern, job-related equipment, computer software applications, and best practices. Demonstrates the ability to use common computer software such as spreadsheets and word processing tools. Demonstrates an ability to read and interpret blueprints.</p>

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<p style="text-align: center;"><b>Project and Program Management, Prioritization, Planning, and Finances</b></p>	<p>Demonstrates an ability to prioritize own work and the work of others, coordinate water production maintenance activities, and effectively plan and manage multiple complex assignments that may have changing priorities.</p> <p>Demonstrates an ability to direct the implementation of work plans, protocols, standards, and appropriately define and measure results. Demonstrates an ability to prepare reports and maintain data for the assigned work activities.</p>	<p>Demonstrates an expert ability to prioritize own work and the work of others, coordinate water production maintenance activities. Demonstrates an expert ability to plan and manage multiple complex projects that may have changing priorities.</p> <p>Demonstrates an advanced ability to direct the development and implementation of work plans, protocols, standards, and appropriately define and measure results. Demonstrates an ability to prepare reports and maintain data for the assigned work activities.</p> <p>Demonstrates an expert ability to prioritize own work and work of others within the established deadlines.</p>
<p style="text-align: center;"><b>Communication</b></p>	<p>Demonstrates an ability to effectively listen, speak, write, and interact in a tactful and persuasive manner.</p> <p>Demonstrates an ability to produce written materials that are easily understood by the intended audience/reader.</p> <p>Demonstrates an ability to effectively interact with all levels of management, employees, and the general public.</p> <p>Demonstrates an ability to understand and respect the diversity of customers and coworkers, and effectively communicate with groups and in one-on-one situations, including individuals whose first language may be one other than English.</p>	<p>Demonstrates an advanced ability to effectively listen, speak, write, and interact in a tactful and persuasive manner.</p> <p>Demonstrates an advanced ability to produce written and visual materials that are easily understood by the intended audience/reader. Demonstrates an ability to represent the department as designated.</p> <p>Demonstrates an advanced ability to effectively interact with all levels of management, employees, and the general public. Demonstrates an ability to effectively communicate with crew members working an off schedule work cycle regarding work plans.</p> <p>Demonstrates an advanced ability to understand and respect the diversity of customers and coworkers, and effectively communicate with groups and in one-on-one situations, including individuals whose first language may be one other than English.</p>

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<p style="text-align: center;"><b>Teamwork, Leadership, and Management</b></p>	<p>Demonstrates effective leadership of an assigned functional area in accordance with the mission and vision of the Department.</p> <p>Demonstrates an ability to supervise diverse work groups, facilitating the group problem-solving process, recognizing positive results, managing conflict, and negotiating for satisfactory outcomes.</p> <p>Demonstrates an ability to effectively interact with all levels of management, diverse work groups, employees, and the general public.</p> <p>Demonstrates an ability to understand and respect the diversity of customers and coworkers, and to effectively communicate with groups and in one-on-one situations.</p> <p>Demonstrates an ability to provide effective work direction to subordinate employees by promoting the desired work behaviors.</p> <p>Demonstrates an ability to work collaboratively with other units within Saint Paul Regional Water Services to meet the water production maintenance needs of the Department.</p>	<p>Demonstrates effective leadership by providing appropriate work direction to subordinate employees, promoting the mission and vision of the unit and the City, reinforcing desired work behaviors, and encouraging the creation of a positive work environment for assigned staff.</p> <p>Demonstrates an advanced ability to facilitate the group problem-solving process, recognizing positive results, managing conflict, evaluating development needs, and negotiating satisfactory outcomes.</p> <p>Demonstrates an advanced ability to effectively interact with all levels of management, diverse work groups, employees, and the general public.</p> <p>Demonstrates an advanced ability to understand and respect the diversity of customers and coworkers, and to effectively communicate with groups and in one-on-one situations.</p> <p>Demonstrates an ability to direct, coach, and supervise subordinate supervisors to achieve desired end results.</p> <p>Demonstrates an advanced ability to work collaboratively with other units within Saint Paul Regional Water Services to meet the water production maintenance needs of the Department.</p>
<p style="text-align: center;"><b>Customer Service</b></p>	<p>Demonstrates an advanced understanding of the mission and vision of the organization and the associated customer service performance expectations. Demonstrates SPRWS' customer service standards for responsiveness, empathy, honesty, respectfulness, and reliability.</p> <p>Demonstrates respect for the diversity of customers, both internal and external.</p> <p>Demonstrates a commitment to continuously improve customer service.</p>	<p>Demonstrates an expert understanding of the mission and vision of the organization and the associated customer service performance expectations. Demonstrates SPRWS' customer service standards for responsiveness, empathy, honesty, respectfulness, and reliability.</p> <p>Demonstrates respect for the diversity of customers, both internal and external.</p> <p>Demonstrates the ability to direct service planning activities to continuously improve customer service.</p>

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Requirements		
Education, Certificates, and Registrations	Water Production Supervisor I (formerly Water Maintenance Supervisor) Occ. Code: 389B B.U. 10, Grade 036	Water Production Supervisor II (formerly Water Plant Production Supervisor) Occ. Code: 390B B.U. 10, Grade 040
	<p>High School Diploma or General Education Development Certificate (GED). Must obtain twelve (12) college semester credits, three (3) college semester credits must be in supervisory management, within three (3) years of appointment.</p> <p><b>Acceptable college semester credits include:</b> Accounting, supervisory management, mathematics, computer science, communications, public works administration, and technical/business writing.</p> <p>Must also meet one of the following criteria:</p> <ul style="list-style-type: none"> <li>▪ Three (3) years of experience as a Maintenance Worker.</li> <li>▪ Four (4) years of experience as a Water Plant Worker or equivalent in repairing and maintaining buildings, equipment and appurtenances pertaining to water treatment, water pumping, and lime dewatering operations.</li> </ul> <p>Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p> <p>Must obtain a Minnesota Class C Water Operator Certificate from the Minnesota Department of Health within one (1) year of appointment and a Class B Water Operator Certificate within three (3) years of appointment.</p>	<p>High School Diploma or General Education Development Certificate (GED). Must have twelve (12) college semester credits, three (3) college semester credits must be in supervisory management.</p> <p><b>Acceptable college semester credits include:</b> Accounting, supervisory management, mathematics, computer science, communications, public works administration, and technical/business writing.</p> <p>Must also meet one of the following criteria:</p> <ul style="list-style-type: none"> <li>▪ Two (2) years of experience as a Water Production Supervisor I;</li> <li>▪ Three (3) years of experience as a Pumping Engineer II, Water Treatment Plant Operator II, Chemical Feed Systems Repairer, Toolmaker-Water Utility, or an Electrician assigned to the water production facility; or</li> <li>▪ Five (5) years of experience as a Water Plant Worker or Maintenance Worker.</li> </ul> <p>Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p> <p>Must obtain a Minnesota Class C Water Operator Certificate from the Minnesota Department of Health within one (1) year of appointment and a Class B Water Operator Certificate within three (3) years of appointment.</p> <p><b>Note:</b> Individuals currently holding the Water Production Supervisor I (formerly Water Maintenance Supervisor) class title as of September 2, 2008 are not required to obtain the twelve (12) semester credit, with three (3) college semester credits must be in supervisory management, until December 2011 to compete for Water Production Supervisor II openings.</p>